

POLICY AND PROCEDURE

REACH for Tomorrow

Policy Title: Medication Education and Competency Training for Staff

Effective Date: 08/15/2025

Approved By: Director of Medical and Clinical Services

Review Schedule: Annually or as Needed

Applies To: All Programs — Outpatient MH/SUD, IOP, PHP, and Integrated Primary Care/Behavioral Health

I. Purpose

To ensure all staff who handle, administer, or monitor medications possess the required knowledge and competencies to perform safely and effectively, consistent with CARE, OSHA, and Ohio Board of Pharmacy standards.

II. Scope

Applies to all prescribers, nurses, medical assistants, and other personnel who provide or support medication-related services at REACH for Tomorrow.

III. Policy Statement

All personnel involved in medication-related services must complete education and demonstrate competency at hire, annually, and as needed following incidents or policy updates. Documentation of competency is maintained in the employee's personnel record.

IV. Training Requirements

A. Initial Training (At Hire)

Includes medication safety, infection control, controlled substance handling, documentation, client education, and emergency response procedures.

B. Annual Training

Covers medication safety updates, review of internal trends, refresher on policies, and demonstration of continued competency in medication handling, documentation, and adverse event response.

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V. Competency Evaluation

Competency is assessed via direct observation, written test, and supervisor validation.
Frequency: at hire, annually, and as needed.

Evaluation Criteria:

- Proper medication storage and labeling
- Infection control and PPE compliance
- Accurate medication administration documentation
- Identification and reporting of adverse reactions
- Controlled substance handling and destruction procedures
- Understanding of emergency medication response protocols

VI. Remediation and Retraining

Employees not meeting competency standards receive immediate retraining and re-evaluation within 14 days. Persistent noncompliance results in corrective action or reassignment.

VII. Quality Assurance

The Director of Medical and Clinical Services reviews competency compliance quarterly and reports outcomes to the Medication Management Committee. Data informs QI and performance management.